

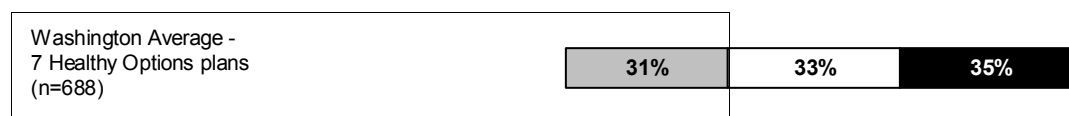
Healthy Options - Adults

Core CAHPS Questions

Question 14

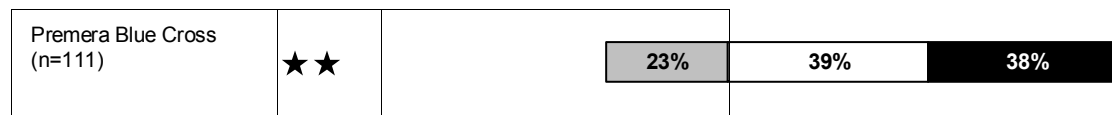
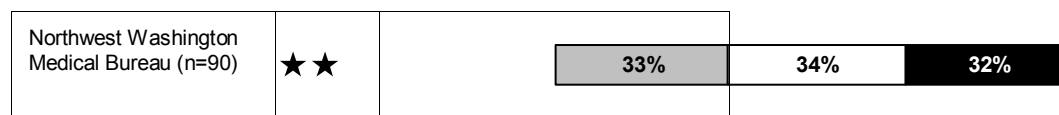
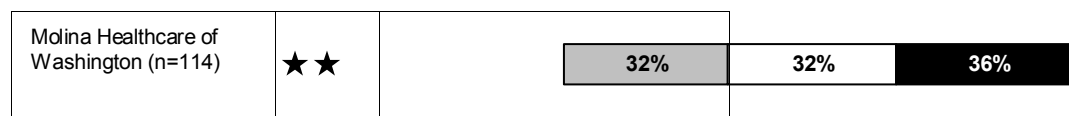
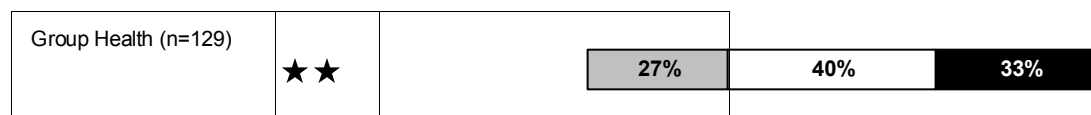
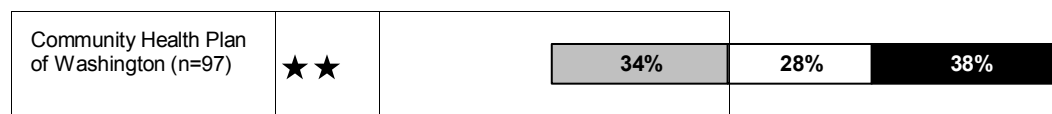
Rating Specialists

Q14. "Use any number from 0 to 10 where 0 is the worst specialist possible, and 10 is the best specialist possible. How would you rate your specialist?"

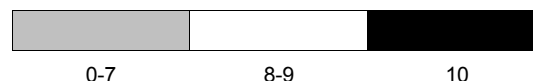


Aetna US Healthcare of Washington (n=75)		Scores with fewer than 85 responses are not displayed.
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Columbia United Providers (n=72)		Scores with fewer than 85 responses are not displayed.
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★ ★ ★	Statistically better than Washington average of 7 Healthy Options plans.
★ ★	Not statistically different than Washington average of 7 Healthy Options plans.
★	Statistically worse than Washington average of 7 Healthy Options plans.



NOTE: Results presented in this report are based on the 2001 "Survey About Your Health Care" CAHPS survey sponsored by the Washington State Medical Assistance Administration. Small percentage differences represent measurement (sampling) error rather than actual differences in health plan performance. To guard against inappropriate interpretation, scores and star ratings are not displayed for plans with fewer than 85 responses for a single survey item. The bar graphs show the unadjusted proportions for each response category by health plan. The stars represent the results of statistical tests that compared health plans adjusting for age, education, and general health status. Due to rounding, some bars may not add up to 100%. Request "Detailed Methodology" for additional information.